### VETERINARY ASSISTANT

 $N ext{-}\ Not\ exposed\ to\ the\ task$ 

- 1- Exposed to the task
- 2- Accomplished task with help
- 3- Accomplished task to criteria
- 4- Able to teach task

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### 1. Introduction to Veterinary Assistant

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- 1.1 Identify the roles and responsibilities of team members
- 1.2 Identify the educational requirements and certification(s) of veterinary team members
- 1.3 Identify opportunities for employment in the veterinary fields
- 1.4 Identify and list the functions of the professional organization(s) for the occupational area
- 1.5 Identify location of various types of veterinary fields
- 1.6 Follow a chain of command
- 1.7 Practice professional work habits
- 1.8 Comply with state regulations for occupational area
- 1.9 Locate OSHA poster(s) and MSDS(s) in clinical site
- 1.10 Identify OSHA regulations that pertain to clinical site
- 1.11 Identify biohazard labels
- 1.12 Identify different departments in a typical veterinary clinic
- 1.13 Apply ethical standards to the occupational area
- 1.14 Apply legal standards to the occupational area
- 1.15 Demonstrate confidentiality in the occupational area
- 1.16 Demonstrate various public relations and marketing techniques
- 1.17 Identify, define and use terminology specific to the occupation
- 1.18 Demonstrate effective stress management

#### 2. Communication Skills

- Communicate effectively with animal owners (clients) and co-workers
- 2.2 Greet clients appropriately
- 2.3 Use correct terminology and grammar when communicating with clients and co-workers
- 2.4 Treat clients and co-workers with respect and courtesy
- 2.5 Answer telephone properly
- 2.6 Transfer calls
- 2.7 Place caller on hold
- 2.8 Take accurate telephone messages

#### 3. Basic Office Procedures

- 3.1 File alphabetically and numerically
- 3.2 Complete identification band and cage card
- 3.3 Maintain animal identification
- 3.4 Use observation skills to assist with daily progress notes
- 3.5 Assist with admitting animals into the clinic
- 3.6 Assist with discharging animals from the clinic
- 3.7 Clean, dust, restock, and straighten supplies
- 3.8 Report low inventory

## 4. Animal Identification

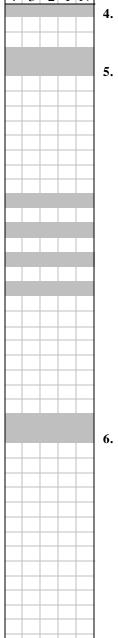
- 4.1 Identify common breeds of animals treated
- 4.2 Utilize species terminology appropriately

### 5. Clinic Safety

- 5.1 Identify types of hazardous materials
- 5.2 Prepare hazardous materials for disposal
- 5.3 Maintain a safe environment for animals and workers
- 5.4 Prevent disease transmission
- 5.5 Follow clinic procedures for cleaning
- 5.6 Handle antiseptics and disinfectants safely
- 5.7 Clean and routinely check for cleanliness of exam room
- 5.8 Clean and routinely check for cleanliness of surgical and treatment areas
- 5.9 Clean, disinfect, and routinely check for cleanliness of floors and corridors
- 5.10 Clean and routinely check for cleanliness of outdoor exercise areas and the parking lot
- 5.11 Remove hair/debris from drain grate in bathtubs and routinely check bathtubs for cleanliness
- 5.12 Identify common zoonotic diseases
- 5.13 Identify modes of transmission of zoonotic disease
- 5.14 Identify steps in preventing zoonotic diseases
- 5.15 Identify diseases that require isolation or quarantine
- 5.16 Implement isolation procedures
- 5.17 Identify principles that influence animal behavior
- 5.18 Recognize common warning signs of aggression
- 5.19 Identify procedures for safely approaching animals

#### 6. Animal Care

- 6.1 Assist in restraining animals as directed
- 6.2 Securely support the animal's body weight when lifting
- 6.3 Identify potential routes of escape and take precautions
- 6.4 Examine restraint devices for security
- 6.5 Follow clinic procedures for walking and exercising animals
- 6.6 Properly lift animals
- 6.7 Walk and exercise animals
- 6.8 Recognize and report changes in conditions
- 6.9 Recognize worms (internal parasites) in stool
- 6.10 Recognize the presence of external parasites
- 6.11 Report observed parasites
- 6.12 Clean and disinfect dog and cat compartments
- 6.13 Clean and disinfect bird cages
- 6.14 Clean and disinfect rodent and rabbit cages
- 6.15 Clean and disinfect equine and brood animal stalls
- 6.16 Clean and disinfect feed and water containers



# **VETERINARY ASSISTANT continued**

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7. Cli	inic Procedures
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7.9	Perform a venipu

- iver food as directed
- lenish water supply
- ollow NPO orders
- n a platform scale
- n a balance scale
- n an infant scale
- mals using a weight measurement tape
- on a portable scale
- for bathing and dipping
- ing prescribed shampoo or medication
- element appropriate drying technique
- recautions when using dips
- rected
- effects of insecticide reaction
- ord vital signs as directed
- ean equipment and instruments
- ecimen
- urine specimen
- all types of specimen containers
- imal according to instructions
- imals appropriately
- guidelines for drawing blood from animals
- cture sites from which to draw blood from ea pigs, rats, mice, rabbits, horses, and cows
- ancture on a small and large animal
- ecimens from animals correctly in order to test results

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